

## **STADIUM ACCESSIBILITY**

### **Welcome to the Gtech Community Stadium**

We want your visit to the Gtech Community Stadium to be as enjoyable as possible, so we have put together some information that may be useful to your visit to the stadium and matchday experience.

In this guide, you'll find details of our provision for disabled supporters along with information on tickets, parking, transport and a stadium map showing all accessible points and routes.

All queries should be directed to our Disability Access Officer, Sophie McGill or Disability Liaison Officer, Hayley Carson via the dedicated mailbox at [accessibility@brentfordfc.com](mailto:accessibility@brentfordfc.com).

You can download Stadium Accessibility.

## **WOODY WELCOMES**

Bees superfan Woody welcomed visiting teams to the Gtech Community Stadium during the 2022/23 season and highlighted some of the inclusivity initiatives they deliver in their own towns and cities. The blog shines a light on some amazing people and projects and celebrates the positive impact of football in the community. Woody Welcomes will continue this season as we welcome the newly promoted teams: Burnley, Luton and Sheffield United.

[Read now](#)

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### **Brentford Disabled Supporters Association**

The Brentford Disabled Supporters Association (DSA) is an independent body which represents Brentford Football Club's disabled supporters. The Brentford Disabled Supporters Association meets regularly with the Club to discuss any accessibility issues supporters may face while supporting the Bees.

If you would like to get in touch with the Brentford Disabled Supporters Association to discuss any matters, please contact [brentforddsa@gmail.com](mailto:brentforddsa@gmail.com)

### **Buying Tickets for Home Games**

Supporters are required to have a My Bees Membership for the 2023/24 season to have the chance to book tickets. More information on joining the Club as a My Bees Member, is available on our website [here](#).

We do not have any specific disabled membership packages so please select the appropriate one for your age group. Once signed up you will be able to purchase tickets in the appropriate sales window. Details of the on-sale dates for each fixture can be found on our website [here](#).

To book tickets:

Online 7 days a week, 24 hours a day [here](#).

By phone 0333 005 8521, Monday to Friday, 10am – 5pm

In person from the Box Office:

Monday, Tuesday and Friday: 10am to 5pm

Closed on Wednesday

Thursday: 10am to 7pm

Saturday/Sunday - closed non-matchdays.

The Box Office is open on all home matchdays, 2.5 hours before kick-off until half-time and 30 minutes after full time (and 30 minutes after full time).

Note: overseas ticket buyers - tickets will not be sent in the post. Choose 'Print at Home' or they will be held for collection on matchday.

### **Wheelchair spaces**

Within the stadium we have 138 wheelchair spaces in the seating bowl supported by companion spaces for each wheelchair. This includes 14 spaces for away supporters.

If you require a wheelchair space, they are available in each of our stands, either on a wheelchair platform (picture 1) within the South, East and West Stands, or at pitch level (picture 2) in the corners of our North Stand.

Pic 1

Pic 2

The ticket is issued with a space for the wheelchair and another seat next to it.

A new option for supporters to book online for Personal Assistants is due to be introduced shortly. In the meantime, we ask all supporters to purchase a seat in the available booking window (choosing any seat that's available at the time) then email us at [accessibility@brentfordfc.com](mailto:accessibility@brentfordfc.com) with your booking reference and we will move you to a wheelchair space. This process ensures that the ticket purchase process is fair and also ensures that disabled supporters don't miss out on booking tickets within their booking window. We will also need to know if supporters have other people in their group and we will look to try and put groups together or as close as possible subject to available space at the time of booking.

Please note that we may have to move supporters from their original booking location in the stadium to give the best available option for the wheelchair space.

### **Disability Access Requirement Form**

As part of our commitment to inclusive matchdays, we ask Season Ticket Holders and My Bees Members who have a disability or attend matches with a Personal Assistant to tell us a little more about how we can support you on a matchday via our Disability Access Requirement form.

[Disability Access Requirement Form for 2023/24 Season Ticket Holders](#)

[Disability Access Requirement Form for 2023/24 My Bees Members](#)

If you have any questions regarding the form submission or if you need this form in a different format, please email [accessibility@brentfordfc.com](mailto:accessibility@brentfordfc.com)

### **Personal Assistant Tickets**

Supporters can apply for a complimentary match ticket for a Personal Assistant to accompany them to all Brentford FC fixtures by completing a Disability Access Requirement form and providing the relevant supporting documentation.

To ensure fairness for all our disabled supporters, supporting documentation is required for us to allocate the complimentary ticket. Brentford FC reserves the right to review supporting documentation before issuing a complimentary Season Ticket or Match Ticket for a Personal Assistant. All applicants (including Season Ticket Holders and My Bees Members) must include supporting documentation that is valid within the last year from the date of application on a seasonal basis.

Please contact [accessibility@brentfordfc.com](mailto:accessibility@brentfordfc.com) for more information or a copy of the Disability Access Requirement Form.

Supporting documentation accepted for a complimentary Personal Assistant ticket includes:

- Receipt of the middle or higher rate of the Disability Living Allowance (mobility or care component);
- Receipt of the standard or enhanced rate of daily living component of the Personal Independence Payment;
- Receipt of the enhanced rate of the mobility component of the Personal Independence Payment;
- Receipt of either the Severe Disablement Allowance, the Employment and Support Allowance or the Attendance Allowance;
- A personal letter from a hospital to confirm that the person is in receipt of support services;
- A copy of a Local Authority blind and visually impaired person's registration card or a CVI document;
- A copy of an entitlement to War Pensioners Mobility Supplement letter.

Please note that receipt of an Orange/Blue Badge will not be considered sufficient proof of disability.

Special cases – we will consider all applications for a personal assistant on a case-by-case basis so if the individual does not have any of the above but still needs support, please email us at [accessibility@brentfordfc.com](mailto:accessibility@brentfordfc.com) providing as much information as possible about mobility or access requirements.

### **Ambulant/Easy Access Seats**

If you require any specific ambulant or easy access seating, we have a number of seats within the stadium that give supporters more room, for example on the end of aisles or with less steps to negotiate. Please purchase your ticket in the correct window as outlined in the 'buying a ticket' section, then contact us at [accessibility@brentfordfc.com](mailto:accessibility@brentfordfc.com) and we can move you to an ambulant or easy access seat. It will also help us if you provide us with as much information on any mobility requirements.

### **Away Tickets**

Brentford Football Club appreciates our loyal fan base and the many away journeys our supporters make each season. If you are purchasing away tickets, please follow these instructions.

For away ambulant/easy access seats, we ask all supporters to purchase as outlined for home tickets above in the correct sales window, then email us at [accessibility@brentfordfc.com](mailto:accessibility@brentfordfc.com) and we will allocate the appropriate seat. This will be subject to availability as we receive a limited number of these seats from away clubs. Again, we ask supporters to give us as much information on their mobility or access requirements as stadiums do vary in design so we need to know as much as possible to be able to allocate the appropriate space.

Away wheelchair tickets need to be allocated to supporters so please email us before booking and request a wheelchair ticket. This needs to be done in the correct sales window in line with supporters Ticket Access Points. We will then allocate the space and add it to your ticketing account to make payment. Again, we are issued a varied number of spaces dependent on the ground so we need to be able to allocate the best tickets for you.

## **Stadium Map**

The map below provides information on the accessible facilities at Gtech Community Stadium:

## **Trains**

For supporters requiring step-free access on the trains, the nearest step-free station is Brentford, which is a 20-minute walk from Gtech Community Stadium. Please check before you travel to ensure that the lift at Brentford station is operational. Supporters requiring assistance from Brentford station can speak to South Western Railway staff who can help with organising a taxi from the station.

## **Car Parking**

Our on-site blue badge parking spaces are sold on a seasonal basis to Season Ticket Holders based on those supporters with the greatest need. We do not sell spaces in the on-site car parks on a match by match basis.

For more information about on-site blue badge parking please contact [accessibility@brentfordfc.com](mailto:accessibility@brentfordfc.com)

Blue badge parking spaces are also available at Our Lady & St John's RC Primary School where we have a mini-bus shuttle\* for those that need it. Our car parking partner Event Support Team (EST) operates this car park on our behalf. These spaces must be pre-booked and are available to book via the website below.

The shuttle will run every 30 minutes up until kick-off. If you require a shuttle timetable or more information, please contact [accessibility@brentfordfc.com](mailto:accessibility@brentfordfc.com). The mini-bus shuttle will drop blue badge holders from Our Lady & St John's RC Primary School to the Bees Superstore.

If you require a wheelchair pick up when departing from the shuttle bus at the Bees Superstore, please email [accessibility@brentfordfc.com](mailto:accessibility@brentfordfc.com) detailing your expected arrival time.

*\*Please note the mini-bus shuttle can only transport foldable wheelchairs and there are a few steps to negotiate to access the shuttle bus.*

[Book your parking online](#)

## **Taxis/Drop Off**

There is no formal drop-off point on site at the stadium. The closest nearby road for drop-offs is on Capital Interchange Way. If you have difficulty walking the short distance from Capital Interchange Way, please contact us at [accessibility@brentfordfc.com](mailto:accessibility@brentfordfc.com) and we will try to assist you.

## **Wheelchair Service**

Our Fan Support Team are on hand at either end of Lionel Road South with a wheelchair service for any supporters that need assistance to get to the stadium.

## **Further information**

Further details on the different options for getting to Gtech Community Stadium, are provided in our Visiting the Stadium Guide [here](#).

If you have any other queries about getting to the stadium, please contact us via email to [accessibility@brentfordfc.com](mailto:accessibility@brentfordfc.com) with any enquiries.

## **Accessible Toilets/Changing Areas**

There are 23 accessible toilets across the stadium, in each stand and in or around the hospitality lounges. All accessible toilets are clearly signposted and stewards are on hand to provide directions where necessary.

We have two Changing Places Toilets within the stadium, one on the second floor of the South Stand and one in the main concourse of the North Stand within the Family Area.

Supporters in the West or East Stands (including the away end) requiring access to these Changing Places Toilets should ask a steward who will escort them.

The Changing Place Toilets include a large space for both the user and carer to move freely within the room, accessible toilet, hoist and sling, movable changing bed, privacy screen along with seating for other users.

Please contact [accessibility@brentfordfc.com](mailto:accessibility@brentfordfc.com) if you require use on a matchday prior to your visit.

## **Fan Support Team**

The Fan Support Team are available on matchdays to assist supporters entering and leaving the stadium. We also run a wheelchair pick up service that can be prebooked to assist supporters getting from our pickup point and to their seats within the stadium.

We have two pre-match pick up points at either end of Lionel Road South, the first is at the Bees Superstore and the second is near Kew Bridge station. The stadium map below shows both locations.

To book a wheelchair pick up please email [accessibility@brentfordfc.com](mailto:accessibility@brentfordfc.com) in advance of the game giving us details on which pick up point you will use, stadium location you need to go to along with an idea of arrival time. We will then let you know and confirm your booking. Please be aware matchdays are very busy and the closer to kick-off the roads around the stadium will get more congested. This does mean you will need to be patient as our Fan Support Team may be on another drop off.

We will also be able to pick up at other locations in reasonable distance around the stadium if required so please let us know your requirements in your email.

### **Hearing Loop**

There is a hearing loop in operation at the Box Office to assist supporters.

### **Matchday Commentary via Headsets**

At Gtech Community Stadium, we provide matchday commentary for both home and away supporters through our in-house commentator. We provide receivers and headsets that can be booked through our Accessibility team by emailing [accessibility@brentfordfc.com](mailto:accessibility@brentfordfc.com) and letting us know which match they will be attending. You can also visit the box office on a matchday and be issued with a headset (subject to availability).

Home supporters' collection for the booked headsets is from the Box Office collection window from 2 hours before kick-off, headsets must be returned to a steward as you leave the ground.

Away supporters will be able to collect their booked headset from the away end turnstile once into the ground, please speak to the stewards and they will have the supporters name and you will be issued with the headset. Please return the headset to a steward when exiting the stadium.

If supporters have their own headset (R1-863 Aural Aide Wireless) they can use it on channel 4 when in the stadium.

If we have availability, other supporters who may benefit from commentary are welcome to book a headset. We have found that some supporters struggle to see exactly what is going on within the game especially with VAR decisions or if they attend by themselves. Again, the headset can be booked through our Accessibility team or from the Box Office on matchdays.

### **Food and Drink**

Throughout the stadium including our hospitality lounges we provide low level bar and serving areas to allow all supporters to access them. We also have wireless card readers to allow all supporters to conveniently make payments .

Supporters with specific dietary allergies should ask for advice from catering staff - all food and drink areas have a folder listing the allergens for any options being served.

If you have any specific catering needs or questions, please contact the Accessibility team and if we cannot answer your question, we will put you in touch with our catering partner who will be able to assist.

## **Sensory Room**

At the top of the South Stand, in the far west corner, the Club's Sensory Room offers a full view of the pitch with special glass to protect against the noise. It allows families that might not otherwise be able to come to watch The Bees to have access to our matches. It is aimed at supporters who have sensory processing issues and that struggle to deal with the large crowds and the matchday atmosphere.

Sensory Room pic 1

The aim is to slowly introduce supporters to the main bowl seating and matchday atmosphere with opportunities to go out at half time from the room or during the game. We hope that some supporters over time will be able feel comfortable enough to go into general admission seating. We are aware that this will not suit everyone and we also must stress that parents and carers should be there to support our staff not just to watch the game from this viewpoint.

The Sensory Room is open from 30 minutes before the match and is accessed from Entrance A on the corner of the South Stand to the left of the Box Office. It has its own self-contained accessible toilet, and we provide opportunities for you to purchase food during the game and bring it up into the room. Also, if individuals need to bring their own refreshments or food this can be done, we just need to know in advance.

The room can be booked on match-by-match basis with priority going to season ticket holders and members. There is limited space in the room so booking is required, we will try and accommodate all requests to use the room subject to availability.

To book space in the Sensory Room, please contact us at [accessibility@brentfordfc.com](mailto:accessibility@brentfordfc.com) to complete an application form.

Once you have filled out the application form, a member of the Accessibility team will be in contact to follow up with your request and provide available dates.

If you have specific questions on the Sensory Room, please do get in touch with us. We can take small groups into the room of up to three people and on most matchdays there will be other supporters using the room at the same time. We ask all users to respect each other and be aware there will be a range of ages and group sizes using the room. Also, users will have a range of sensory processing issues so we will make sure our staff are on hand to support each group.

Visiting the room before a game:

We do offer opportunities on non-matchdays or before the room opens for supporters to visit the room along with their family to get an idea of the space, how it is accessed and the matchday journey from start to finish. We feel this helps some users feel more comfortable when coming to a live match and dealing with the busy matchday atmosphere.

### **Bees Superstore**

Our new Bees Superstore is now open on Lionel Road South (near the junction with the A4/M4) - please see the stadium map for the exact location.

Step-free access is available at the Bees Superstore and staff will be on hand to assist any supporters once inside the store.

The store also has low level counters to make it easier for all supporters to purchase items.